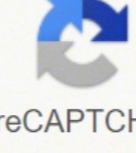


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Continue

[Insert name of Enterprise]
Customer Satisfaction Survey
 Thank you for purchasing from us. Please take a moment to tell us about your experience and how well our product/service performed for you during your experience.

- How long have you used our service?
 - 1 to 3 months
 - 3 to 6 months
 - 6 to 12 months
 - More than 1 year
- What products and services have you purchased from us?
 - (Insert name of service 1)
 - (Insert name of service 2)
 - (Insert name of service 3)
- Overall, how satisfied are you with our experience?
 - Very satisfied
 - Satisfied
 - Neutral
 - Dissatisfied
 - Very Dissatisfied
- Would you share your reasons why? _____

PATIENT SATISFACTION SURVEY

The Overland Park Eye Surgery Center is dedicated to providing quality eye care to our patients. We are interested in your thoughts about the care you received today. Please help us continue to improve our services by taking a few moments to complete this questionnaire. You may return it to the office during your next scheduled visit or mail in the stamped envelope.

SURGEON: _____

DATE OF SURGERY: _____

SURGICAL RECEPTION AREA AND ADMISSION:

- Was the preoperative phone call reassuring? Yes No
- Were you greeted in a prompt and friendly manner when you arrived? Yes No
- Did the reception desk appear well organized? Yes No
- When you checked in, were the forms you were asked to sign explained to you? Yes No
- Is our reception area comfortable and attractive? Yes No
- Were you comfortable with the amount of time you waited? Yes No
- Were you taken to the Operating Room in a reasonable time? Yes No
- How may we improve our reception area?

Figure 1: An example of a Kano-style question

We want to assess your preferences for certain cell phone features. To do that we will ask you pairs of multiple-choice questions. The first question in each pair asks how you would feel if your cell phone included a particular feature to an extent greater than you have that feature today. The second question asks how you would feel if you had less of that cell phone feature than you have today.

You should place a ✓ in the column that corresponds with your answer to each question. It is important that you answer both the (a) and (b) parts for each question.

Here is an example:

How would you feel if your cell phone:	I would be delighted to find it that way (1)	I expect it to be that way (2)	I am neutral (3)	I would not like it that way but I can live with it that way (4)	It must not be that way (5)
1a. could store more cell phone numbers than you can today?	✓				
1b. could store fewer cell phone numbers?				✓	
2a. could be used longer without charging than you can today?		✓			
2b. had to be charged more often than you need to today?					✓

Satisfaction Survey Template

Employee Satisfaction Survey

This is a survey for the employees of [Write Name of Company Here]. This survey is intended to give the management of the company guidance to improve the workplace environment. This survey is to be answered anonymously.

Ratings:

Please give your assessment of the Company on the following matters by circling one the numbers from one to ten where one is for awful and ten for being great.

Compensation to Employees	1	2	3	4	5	6	7	8	9	10
Opportunity for Advancement	1	2	3	4	5	6	7	8	9	10
Benefits	1	2	3	4	5	6	7	8	9	10
Friendly Environment Work	1	2	3	4	5	6	7	8	9	10
Training	1	2	3	4	5	6	7	8	9	10
Performance Evaluation	1	2	3	4	5	6	7	8	9	10
Supervision	1	2	3	4	5	6	7	8	9	10
Culture	1	2	3	4	5	6	7	8	9	10
Job Security	1	2	3	4	5	6	7	8	9	10
Flexibility in Job Performance	1	2	3	4	5	6	7	8	9	10
Overall Satisfaction with Job	1	2	3	4	5	6	7	8	9	10

Employee Morale:

Describe general employee morale: _____

Any recommendations to improve employee morale: _____

Guidance:

Are you given proper guidance to perform your job? _____

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